

Status of OLA findings on public program eligibility

Department of Human Services, February 12, 2015

Audit finding		Fixed	In process
1	The Department of Human Services (DHS) did not adequately verify that people who enrolled in public health care programs through MNsure were eligible for those programs.	<ul style="list-style-type: none"> Many system defects have been corrected, including functionality to prevent duplicate accounts and the defect that caused employer identification number to display as income. DHS recovered \$87,557.82 in incorrect capitation payments related to duplicate records. Our review of the cases found that duplicate records went beyond the audit period, so we recovered more than the amount identified in the report. In September, DHS began including Medical Assistance and MinnesotaCare enrollees in the PARIS data match. PARIS matches were processed for the December quarter. 	<ul style="list-style-type: none"> DHS is reviewing all cleanup activities from the first year and will prioritize cleanup based on our overall assessment.
2	DHS lacked adequate controls to ensure accurate, complete transfer of recipient data from MNsure to medical payment system and to detect whether MN.IT staff inappropriately accessed recipients' personal information.	<ul style="list-style-type: none"> MN.IT verifies data transfers, including through daily reports and transaction logs. In November 2014, the system began to log all staff access to recipients' personal information, and reporting this in the daily log report. MN.IT compiles the daily log report into monthly files, thus maintaining a history of access to transactions. 	<ul style="list-style-type: none"> DHS is working with MN.IT to develop reconciliations covering weekly, monthly and annual periods.
3	DHS did not provide county workers with sufficient training on MNsure.	<ul style="list-style-type: none"> DHS began training county staff to enter paper applications in the new system in October. As of Jan. 23, 2015, DHS had trained 478 county workers and trained county workers had trained 212 other county staff, for a total of 690 trained county and tribal workers. A county representative was added to the Executive Steering Committee. A county advisory group was formed. 	<ul style="list-style-type: none"> DHS plans to train county workers on entering life changes as procedures are tested and issued. Until then DHS is processing these changes. We aim to test and issue procedures and train workers between Feb. 2 and April 20, 2015.
4	Eligibility workers were unable to close cases when recipients had income and family relationship changes that made them ineligible or when they asked workers to close their cases.	<ul style="list-style-type: none"> The new system will correctly close cases if a life change makes a person ineligible. DHS has developed procedures for voluntary case closures and cases that moved out of state. These procedures were issued to counties on Feb. 11th. Since Aug. 1, 2014, DHS has closed more than 5,700 cases. 	<ul style="list-style-type: none"> DHS is working to test, finalize and issue procedures to counties for entering life changes. In cases where someone is ineligible, the system will redetermine eligibility and close coverage once the changes have been entered. We aim to test and issue procedures and train workers between Feb. 2 and April 20, 2015.

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5	DHS did not have an effective process to resolve discrepancies with Social Security numbers and citizenship or immigration status that MINsure identified for further verification.	<ul style="list-style-type: none"> DHS continues to improve and enhance notice functionality for Medical Assistance and MinnesotaCare. Some problems were corrected in July. DHS sent notices to enrollees with outstanding verifications in October and gave guidance to county workers on resolving the verifications. 	<ul style="list-style-type: none"> DHS expects the renewals process to address outstanding verifications. DHS is working to ensure workers are able to view and access information they need to do their work.
6	DHS paid Medical Assistance and MinnesotaCare benefits for recipients whose income exceeded federal and state program limits.	<ul style="list-style-type: none"> DHS has been fixing errors in eligibility determinations throughout the project. The match with DEED data was fixed in April. TALX real-time wage data was added in March. 	<ul style="list-style-type: none"> DHS is working to correct the system flaw that causes unemployment income to display as a monthly figure instead of as a weekly figure. We expect the system fix to be deployed on Feb. 16, 2015. DHS will consider periodic data matching of enrollees' income.
7	DHS paid health care costs for some ineligible people based on the applicants' reported household size and family relationships.		<ul style="list-style-type: none"> Additional verifications identified by the OLA are not required by state or federal law and are a policy option for the Legislature and DHS. DHS will consider verifying household size and member relationships with other available data, including cash and food assistance. DHS will pursue system checks to prevent member relationship errors by applicants.
8	MINsure incorrectly enrolled some people in MinnesotaCare when they were eligible for Medical Assistance, and DHS did not transfer MinnesotaCare recipients to Medical Assistance when their income dropped.	<ul style="list-style-type: none"> The system flaw that caused miscalculation of semimonthly income was fixed in May 2014. An enhancement to prevent applicants from being denied Medical Assistance if they erroneously report Minnesota Supplemental Aid was deployed in November 2014. 	<ul style="list-style-type: none"> DHS is reviewing all cleanup activities from the first year and will prioritize cleanup based on our overall assessment. We are working to test, finalize and issue procedures to counties for entering life changes. We aim to test and issue procedures and train workers between Feb. 2 and April 20, 2015.
9	DHS paid benefits for MinnesotaCare recipients who were also enrolled in Medicare.	<ul style="list-style-type: none"> DHS corrected this error upon learning of this issue in March. In April, the online application question was changed to ask specifically about Medicare coverage. In June, Medicare beneficiaries were disenrolled from MinnesotaCare. DHS continues to identify Medicare beneficiaries and prevent incorrect MinnesotaCare enrollment. 	<ul style="list-style-type: none"> We continue to work from monthly reports identifying enrollees who are newly eligible for Medicare, and to take corrective action when necessary. We temporarily cannot take action on January, February or March renewals while they are in renewal status.
10	DHS did not assign women to the correct eligibility category and did not ensure the women were enrolled in the correct program when they were no longer eligible for the Children's Health Insurance Program.	<ul style="list-style-type: none"> DHS has fixed all the cases identified by the auditor and fixes all such cases that come to our attention. 	<ul style="list-style-type: none"> This defect is on our list of IT fixes to be prioritized by the Executive Steering Committee. DHS is reviewing all cleanup activities from the first year and will prioritize cleanup based on our overall assessment.

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11	DHS did not charge premiums for MinnesotaCare during the first three months of 2014, and MNsure did not properly calculate premiums starting in April 2014.	<ul style="list-style-type: none">• DHS has created a comprehensive inventory of system errors related to MinnesotaCare premiums.• System fixes were installed on Jan. 13, 2015, to address 80 percent of the system errors.	<ul style="list-style-type: none">• DHS continues to work on improvements to the premium billing and collection process.• We are in the process of resolving these errors.• We will conduct an annual reconciliation of billing for 2014 and send each enrollee a detailed statement by June.
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